
IP Camera User Manual

Name: High definition Card Type IP Camera

Version: V4.4

Applicable equipment version: V7.1.9.1.1-20140917 and later

This documents can be used for 720P Card Type IP Camera.

Statement

This manual may exist in some technical details description inaccurate or printing errors, if you cannot solve the problem as this manual when using, pls contact our technical department to inquire relevant operation method. The contents of this manual will update at any time, without prior notice.

Attention

➤ Installation environment

- ❖ Away from high temperature pyrogen and environment; avoid direct sunlight.
- ❖ In order to ensure the normal heat dissipation, you should avoid poorly ventilated places, pay attention to waterproof, moistureproof, lightning protection. If you want to install outdoors, you should install waterproof casing to fix the camera in it.
- ❖ The machine should be installed horizontally or wall hanging, avoid installed in place of violent vibration, don't put other devices on it.

➤ To avoid electric shock and fire

- ❖ Please don't use wet hand to touch the power and camera.
- ❖ Don't splash liquid on the camera, to aviod the machine of internal short circuit or fire.
- ❖ Do not put other devices on the camera directly.
- ❖ If non professional person, please don't open camera shell to avoid damage and electric shock.

➤ Shipping

- ❖ The packing with shock resistance design and test, to make sure camera will not be damaged accidentally, so please use original packing and carton during shipping.
- ❖ Please don't move camera in extremely hot and cold place, to avoid machine condensation, affect the lifetime.
- ❖ It is strictly prohibited to move the machine with electricity, otherwise the main board will damage.

Directory

1	Product introduction.....	5
2	Function introduction.....	5
3	Appearance and Description.....	7
4	Equipment installation.....	7
4.1	Operating environment.....	7
4.2	Equipment installation.....	7
5	Network setting.....	8
5.1	Use installation guide to configurate IP Camera.....	8
5.2	access to ip camera.....	9
5.3	Configurating manufacturer's DDNS to access the camera.....	11
5.3.1	Port forwarding.....	11
5.3.2	DDNS.....	12
5.3.3	Manufacturers domain name visit.....	13
5.3.4	Third party dynamic domain name visit.....	13
5.4	VLC Streaming media player monitoring.....	13
6	Funtion setting.....	17
6.1	Monitor.....	17
6.1.1	Main Menu.....	17
6.1.2	Video playing zone.....	17
6.1.3	Monitoring.....	18
6.1.4	Multi-Device Window.....	18
6.1.5	Browser SD card.....	18
6.1.6	Capture.....	18
6.1.7	Record.....	19
6.1.8	Playback.....	19
6.2	Audio/Video setting.....	20
6.2.1	Image setting.....	20
6.2.2	Video setting.....	21
6.2.3	Audio setting.....	23
6.3	Network setting.....	24
6.3.1	Network parameter setting.....	24
6.3.2	wireless setting.....	25
6.3.3	Remote access setting.....	26
6.3.4	Platform setting.....	27
6.3.5	ONVIF setting.....	28
6.3.6	P2P setting.....	28
6.4	Alarm setting.....	29
6.4.1	Motion detection.....	29
6.4.2	Alarm Linkage.....	29

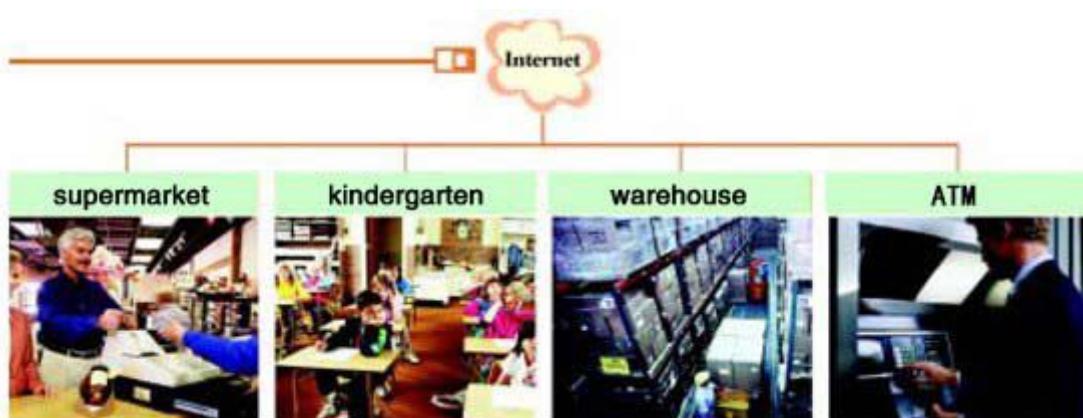
Card Type IP Camera	IP Camera User Manual
6.4.3 Alarm time.....	30
6.5 Advance setting.....	31
6.5.1 User management.....	31
6.5.2 Timing capture.....	31
6.5.3 Timing record.....	32
6.5.4 Email.....	32
6.5.5 FTP setting.....	33
6.5.6 Multiple settings.....	33
6.6 System setting.....	35
6.6.1 time setting.....	35
6.6.2 Initial setting.....	35
6.6.3 Equipment information.....	37
7 FAQ.....	38

1 Product introduction

IP Camera is a product based on embedded web server. It has multi-function image effect. It is an independent installation monitoring system, built-in CPU and web server, transmit high quality image through internet.

IP Camera can view images and control by web browser on PC or notebook remotely through LAN or internet. No matter in wired or wireless network environment, simple installation and interactive web browser makes IP Camera works well. With multi alarm tools, it also can inform users take action when abnormal conditions. Usually used in stores, shops, schools, factories, families, and other places.

IP Cameras can support mobile phone remote view and control PTZ.



	Before installation, please check if all components are complete. If any parts are missing or damaged, please contact the dealer.
--	---

Except for the IP Camera, the packing should contain:

- ✓ 1pc 5V power adaptor
- ✓ 1pc CD

Note 1: Before opening the package, please read the manual carefully, and make sure all goods are the same as listed in the manual, checking if the bottom code labels on the machine are good.

2 Function introduction

- ✓ 32 bits processor and megapixel professional video decoding chip

- ✓ With H.264 Main Profile and Baseline profile compression, the image is more clearly and stream is more smaller, easy to transmit on internet and save storage space.
- ✓ support Double streams viewing at the same time
- ✓ support remote view and PTZ control on mobile phone
- ✓ support 6 users at the same time (each stream 3 users)
- ✓ support external microphone, also can connect external audio collection devices(such as audio pick-up) at the same time, to realize audio collection, monitoring live voice remotely; support external speaker, transmit voice to Live remotely, to realize two-way talk back(tail line support required).
- ✓ Built-in web server that support IE browse and parameter setting, making one port to transmit all data, to facilitate users to network setting
- ✓ Support 802.11b/g/n protocol, can be built-in WIFI module, forming a wireless monitoring environment flexibly.
- ✓ Support SOFT AP
- ✓ support ONVIF protocol
- ✓ support P2P, entirely plug and play
- ✓ support UPNP, port mapping on Router automatically
- ✓ Support MAX 32G TF Card, realizing timing capture, timing video, alarm picture and alarm record
- ✓ support 4 zones motion detection
- ✓ Save on-site alarm record by SD Card, Email, FTP
- ✓ support 3 levels user permission setting

- ✓ support remote upgrading

3 Appearance and Description



Note: Different model with different port, please subject to entity.

4 Equipment installation

4.1 Operating environment

Operating system: Windows 2000/2003/XP/vista/7/8

Network protocol: TCP/IP

PC Client: P4/128M RAM/40GHD/ video card support convergent divergent,

Direct X8.0 or above

4.2 Equipment installation

1. Connect DC5V power supply
2. The IP camera through WIFI connection to the router, and install good search tool;(the camera connected to the router with reference to a quick installation guide)
3. Network connection under normal circumstances, the camera is above the connection indicator light (red) will light up and explain the IPcam connected to

the router.

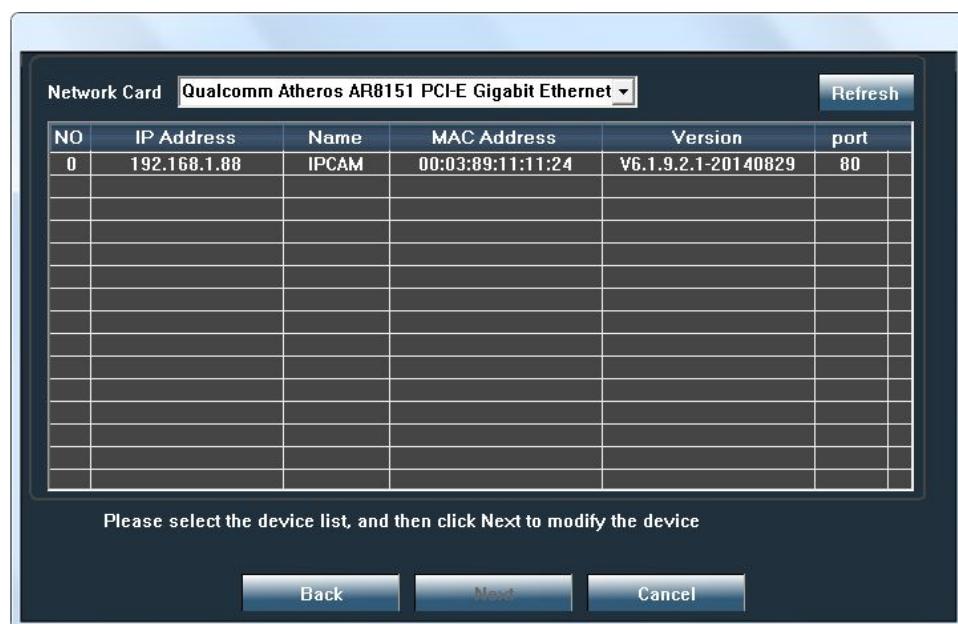
5 Network setting

5.1 Use installation guide to configurate IP Camera

- 1) Connect the IP Camera to network or PC through net cable, then start the camera with electricity, as shown in the above.



- 2) Upon IP Camera started, find “search tool” from CD and install, after finished, click shortcut “search tool” on destop, as shown in below:

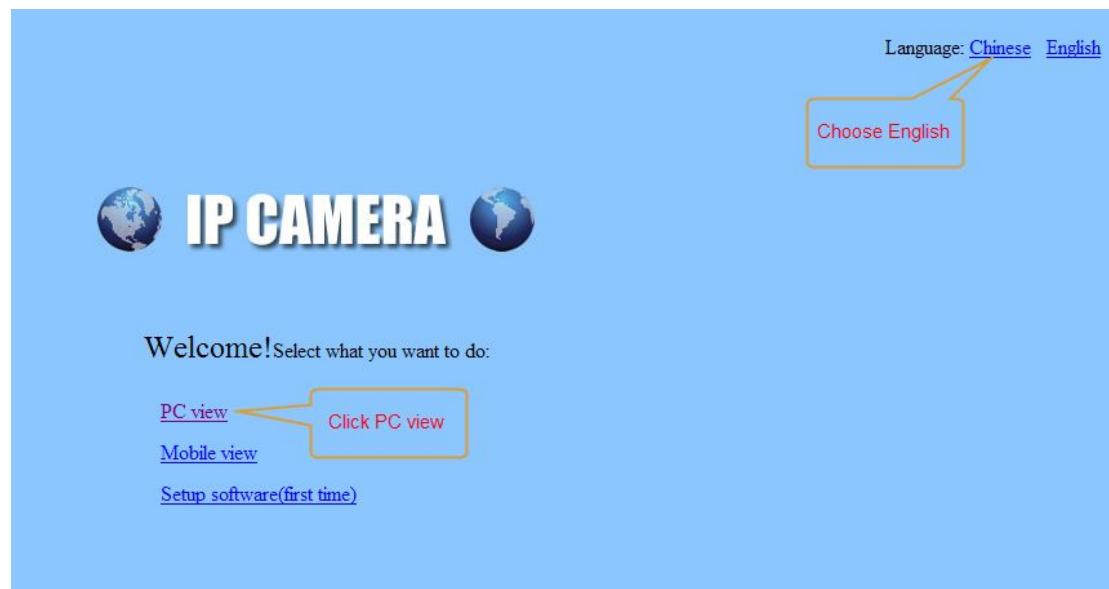


5.2 access to ip camera

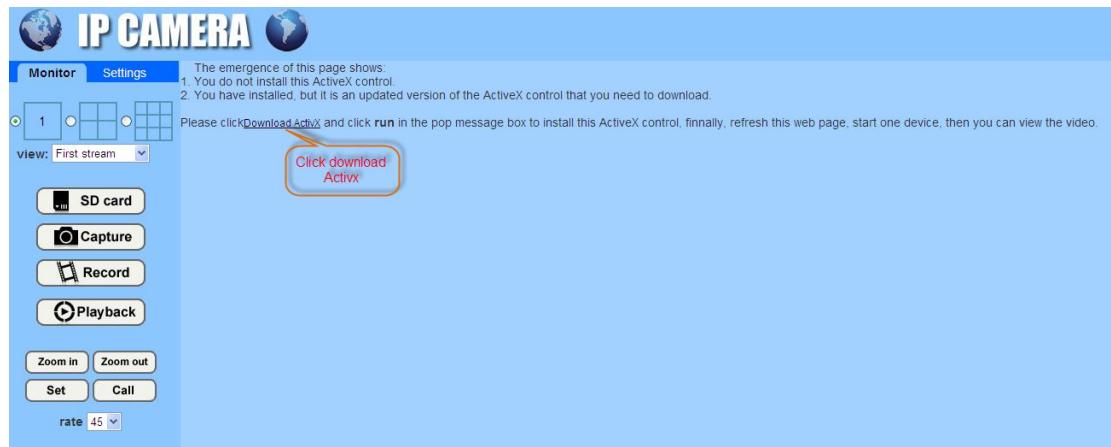
- 1) Please enter into <http://192.168.1.88> on IE, then type in user name: admin, password: admin, as shown in below:



- 2) click "confirm", then you can see below:



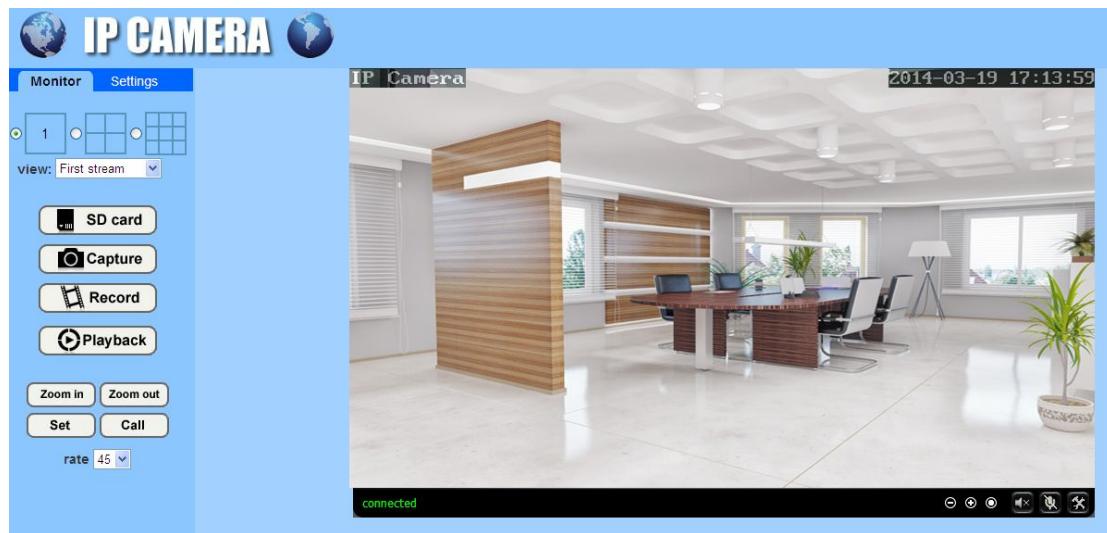
- 3) click "PC view", as shown below:



4) click "download Active X", popup below image, then click "run"(please don't use "thunder", using IE browser)



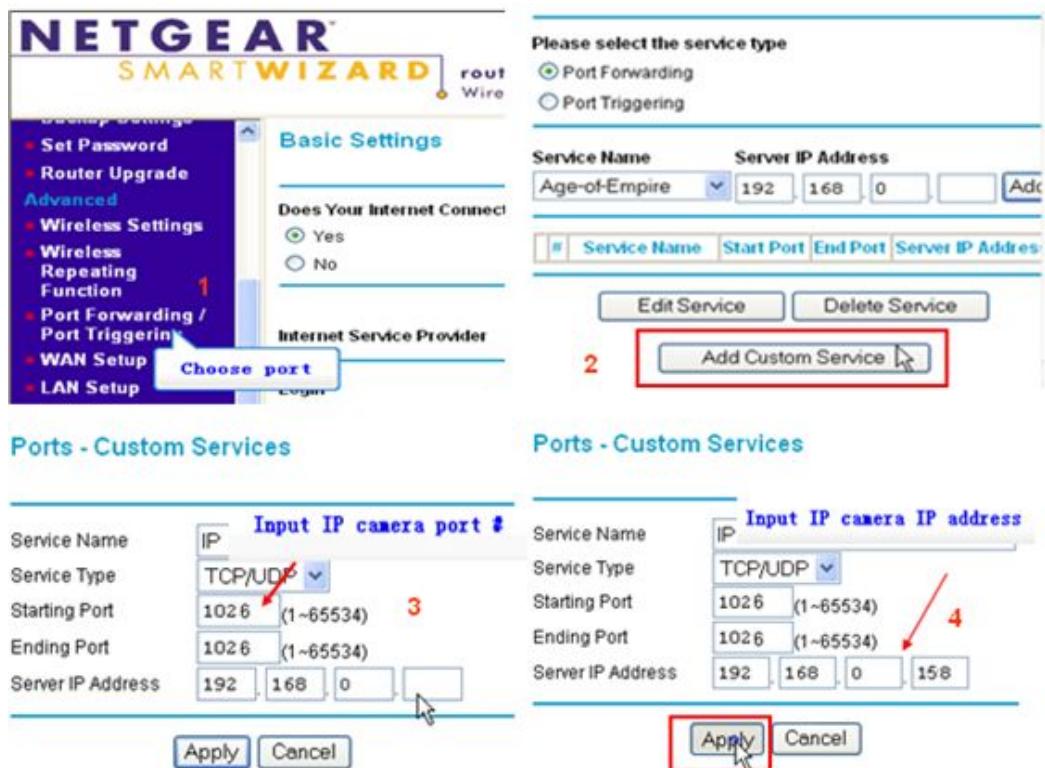
5) After Active X installation finished, click "real-time view", then you can see below interface:



5.3 Configuring manufacturer's DDNS to access the camera

5.3.1 Port forwarding

If visit IP Camera from WAN, you must do port forwarding on the router. Take Netgear router for example.



Operation Steps:

After login the interface of the router, choose “Port Forwarding”; Choose “Add custom Service”; Input IP camera port; Input IP camera IP address, click “Apply”(the http port and ip address should be the same as figure 4 which set by you own).

Note: Different router has different settings for port-forwarding; please kindly follow your router guide to do the port-forwarding.

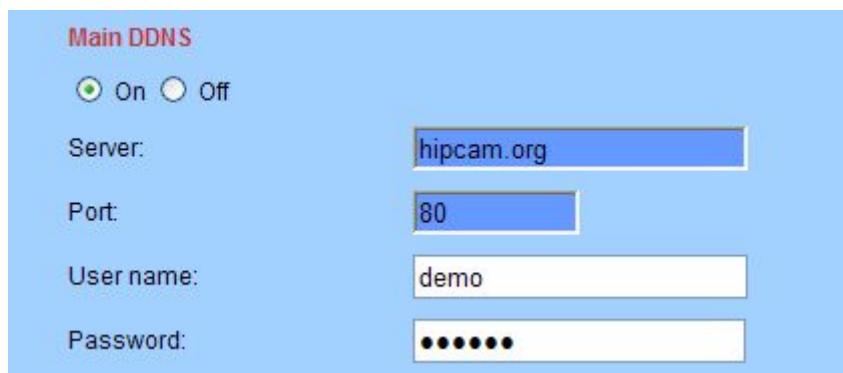
After the port-forwarding is done, you could view the IP Camera from WAN now.

5.3.2 DDNS

Manufacturer's Domain name:

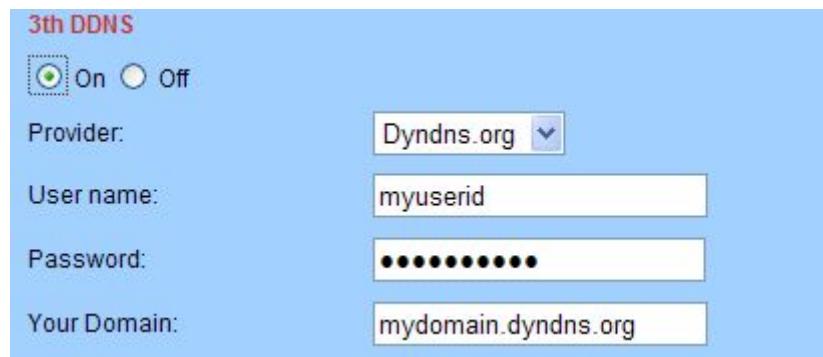
Device manufacturer has established a DDNS, and allotted a dynamic domain name to every device, the domain name has been integrated into devices when producing. For example, enter domain name , the browser will connect the device and display the IP address.

Note: dynamic domain name by manufacturer manufacturer provides the user name and password



Third Part Domain Name:

User can also use third part DDNS, such as www.dyndns.com User must apply a free domain name from this website and fill the info into the below blanks (Figure 12) and save the settings. Then the domain name can be used.



5.3.3 Manufacturers domain name visit

The router configuration parameters and camera parameters, in the browser to enter your user demo.Hipcam.org directly to the camera, such as manufacturers with user name: 99 a1234b, the domain name for 99.a1234b.Hipcam.Org

Note: use the manufacturer domain name visit camera, doesn't need an HTTP port, input domain name only can access

5.3.4 Third party dynamic domain name visit

the product also can support third party DDNS, such as oray

Note: the third party DDNS realizes the function by analytical methods, after inputting the DDNS in browser, the characters would not change, if the port is not 80, need to add a colon and port behind the DDNS such as: <http://demo.dyndns.org:1024>

5.4 VLC Streaming media player monitoring

This camera supports RTSP streaming, here you can view the camera using VLC player.

For example:

IP: 192.168.1.88

RTSP Port number: 554

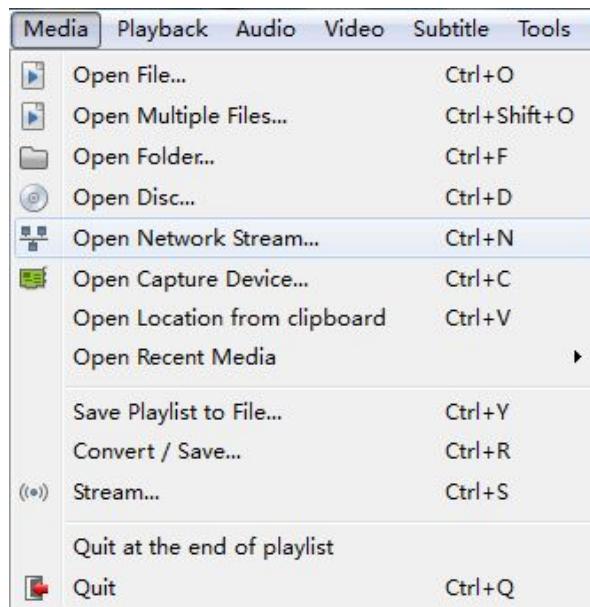
Here I can enter one of the following URLs in the VLC.

First stream:rtsp://192.168.1.88/11

Second stream:rtsp://192.168.1.88/12

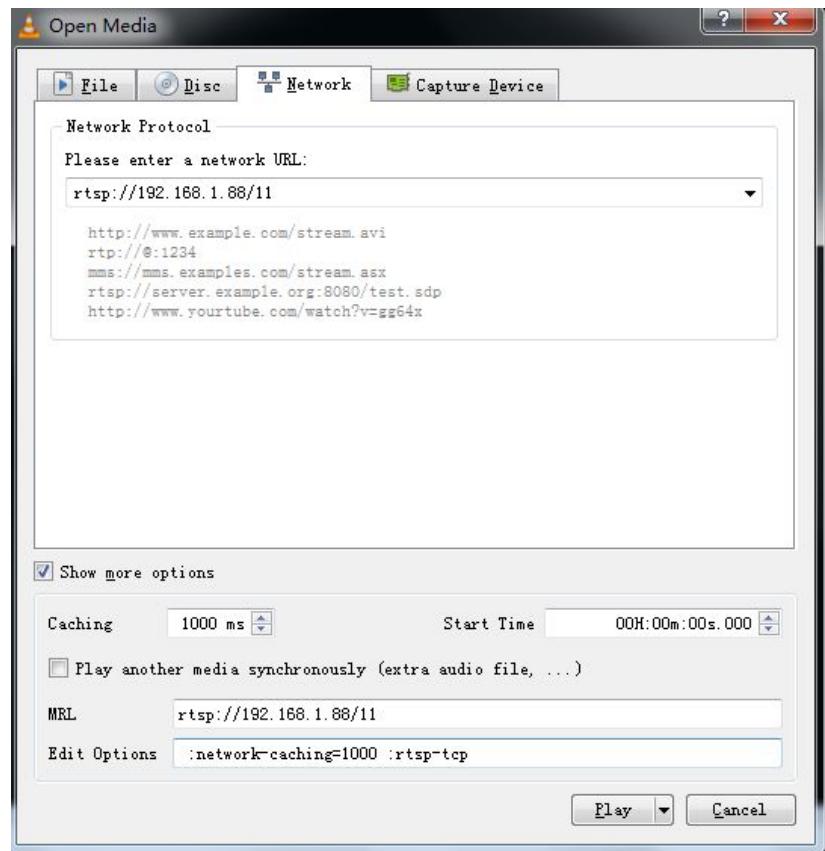
TCP:

1. Open VLC Player, click “media”--- “open network streaming”, or press combination key “Ctrl+N”, as shown in below:



2. Inputting URL Address: RTSP://IP:port/11(first stream)

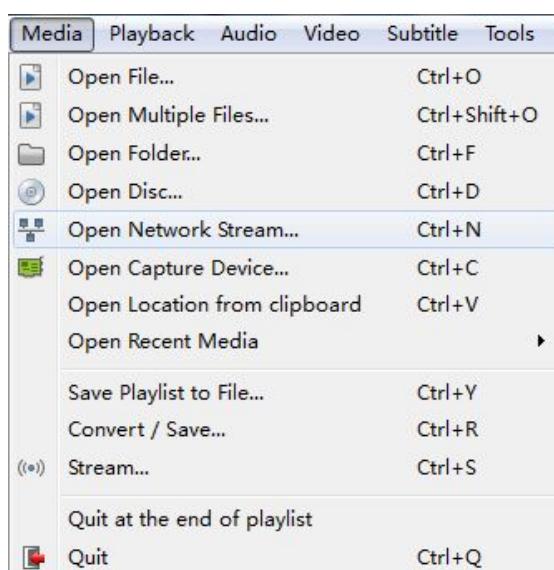
RTSP://IP:port/12(second stream), RTSP://IP:port/12(third stream) (the port is RTSP Port, default is 554, can be omitted)



Note: RTSP using TCP connection need to type in “:rtsp-tcp”(do not include “”) in editing options.

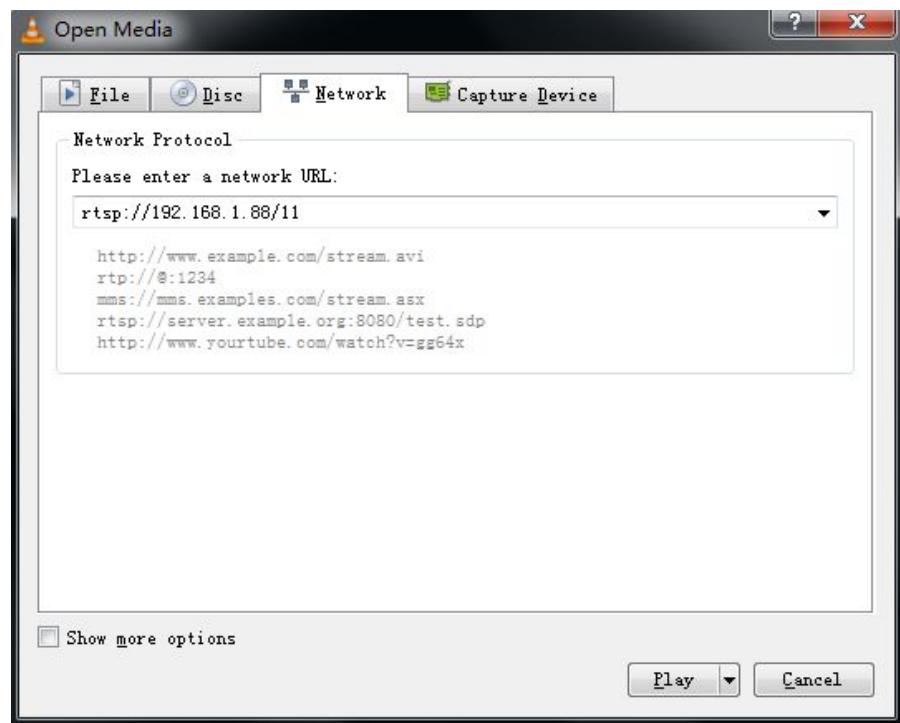
UDP:

1. Open VLC Player, click “media”--- “open newtork streaming”, or press combination key “Ctrl+N”, as shown in below:



2. Inputting URL Address: RTSP://IP:port/11(first stream)

RTSP://IP:port/12(second stream), RTSP://IP:port/12(third stream) (the port is RTSP Port, default is 554, can be omitted)

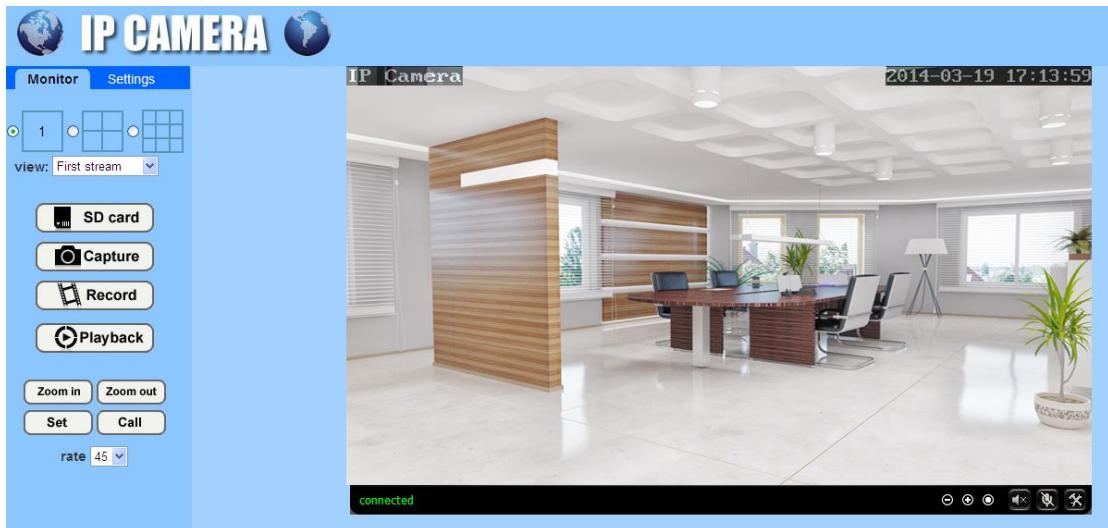


If you need RTSP monitoring by public network, you should mapping below ports:

TCP	554	RTSP port
	554	RTSP port
UDP	6600	UDP port
	6602	Audio port

6 Function setting

6.1 Monitor



6.1.1 Main Menu

All page includes two types of menu bar: including real-time monitoring and parameter setting; real-time monitoring is to display camera images and related operations function keys; parameter setting is to set related parameter of camera.

6.1.2 Video playing zone

Video playback area is consistent with video resolution, the greater the resolution, the greater the playing area. If you double click play area, it will display full screen, double click again, recover to original size.

If you set motion detection, when detecting a moving object is this area, it will display a pane to warn users abnormal.

Under play area, it has status bar, as shown in below:



- 1) **connected**: Current status of IP Camera
- 2) **🔊**: Audio playback button: It can playback voice on computer that captured by device, click again, the function will be shut down.

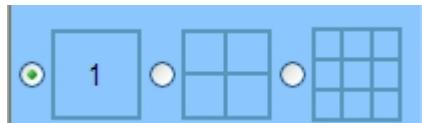
3) :Audio sending button: It can send voice to the device that captured by computer, click again, the function will be shut down.

4)  File saving location setting:you may set the location for recording and capturing,the default location is D:/record

6.1.3 Monitoring

You can set window monitoring size as requirement, divided into 3 kinds: first stream: 720P (1280*720); second stream: VGA (640*352); third stream: QVGA(320*176). You also can choose first stream, second stream, and third stream monitoring image.

6.1.4 Multi-Device Window



The firmware inside the camera supports up to maximum of 9 cameras being monitoring at the same time. You can add other cameras in multi-device setting

6.1.5 Browser SD card

If you insert the SD card, click on the SD card button in the pop-up page will list the contents of the SD card, as shown;

Index of /sd/

<u>Name</u>	<u>Modified</u>	<u>Size</u>
Parent directory	-	-
20140919/	19-Sep-2014 10:26	[DIRECTORY]

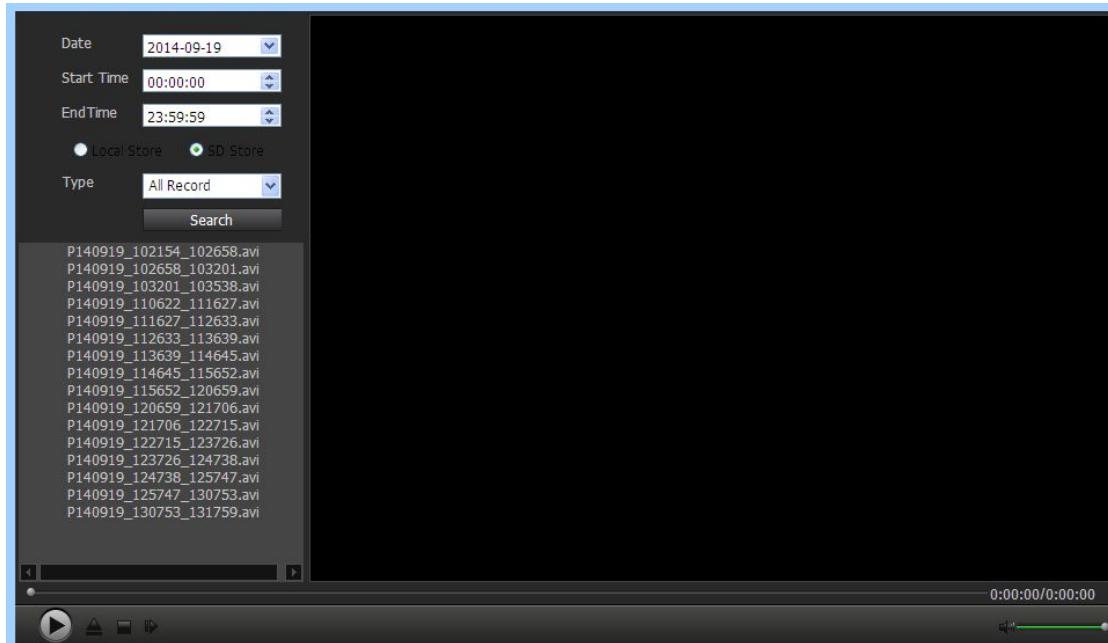
6.1.6 Capture

Click the capture button, it will save the current playing images as pictures to setting path.

6.1.7 Record

Click Video button, it will record the video stream and audio stream to setting path of local computer. When recording, the state bar in video playback area will show it is redording. Click record button again, it stops recording.

6.1.8 Playback



Click playback button, Will pop up a player, as shown, can play recorded on the local hard disk and SD card video.

6.2 Audio/Video setting

6.2.1 Image setting



1) Color adjustment

Drag the slider above, you can adjust brightness, saturation, contrast, sharpness, exposure, then meet each user's visual preference.

2) Flip and mirror image

It can adjust pictures flip up and down & left and right mirror.

3) exposure mode

You can choose "Auto, indoor, outdoor". Default is Auto.

4) Default

Click "default", the image parameter will restore to factory setting.

6.2.2 Video setting

Video format:	50Hz
Video Coding:	mainprofile
First stream	
Resolution:	1280x720
Bit rate:	2048 kbps (32-6144)
Maximum frame rate:	25 fps
Key frame interval:	40 (2-150)
Bit rate control:	<input type="radio"/> CBR <input checked="" type="radio"/> VBR
Image quality:	1 (The smaller the value, the better the image quality, larger flow control)
Second stream	
Resolution:	640x352
Bit rate:	512 kbps (32-6144)
Maximum frame rate:	25 fps
Key frame interval:	40 (2-150)
Bit rate control:	<input type="radio"/> CBR <input checked="" type="radio"/> VBR
Image quality:	1 (The smaller the value, the better the image quality, larger flow control)
Mobile picture resolution	
Resolution:	320x176

1) Video coding setting:

main profile and baseline adjustable, default is main profile

2) stream definition adjustment

The equipment support first stream: 720P(1280*720) and Q720P(640*352), second stream: Q720P(640*352), QQ720P(320*176); third stream: QQ720P(320*176); the greater the resolution, image is more clearer, but also greater stream, and greater network bandwidth.

Default stream: first stream: 2048Kbps; second stream: 512Kbps;

3) Max frame rate adjustment

Setting maximum transmission speed per second, in the limited network bandwidth, we suggest lower bit rate and frame rate.

4) **main frame interval**

Set up the interval between two I frame, if larger interval, it may cause the slow response when open image for the first time.

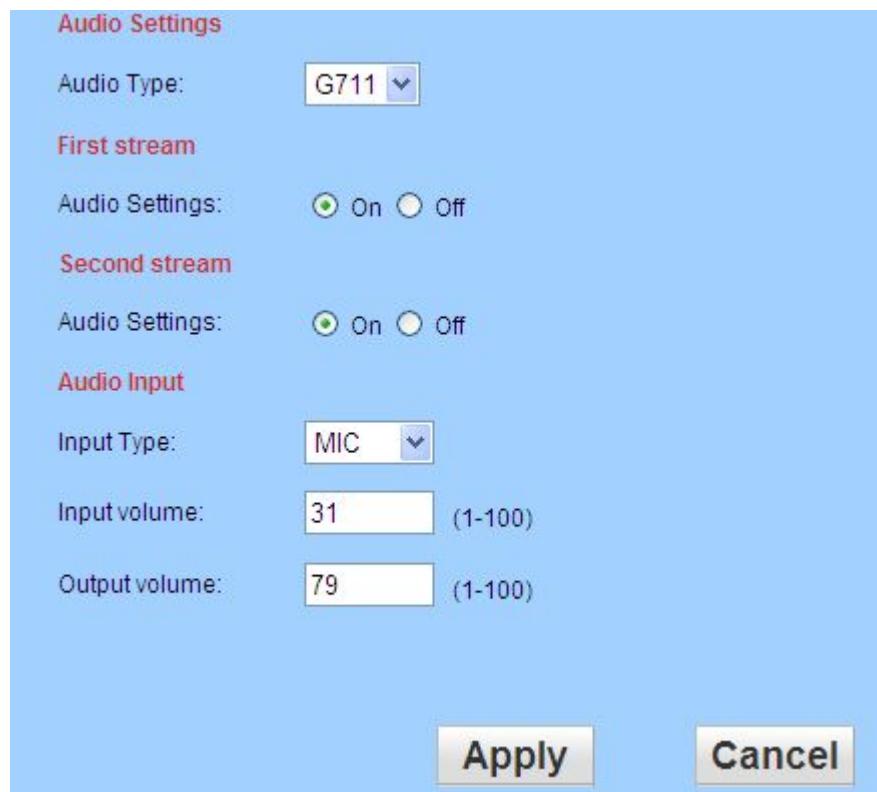
5) **stream control method**

Stream control has two mode, namely: fixed stream(CBR), variable stream(VBR). When choose fixed stream, video encoder will coding at the speed in stream setting; When in variable stream, video encoding will coding compatible with image quality, based on stream setting speed, but not entirely at this speed.

6) **OSD character superposition setting**

Through this option setting, you can load device name and time into video screen.

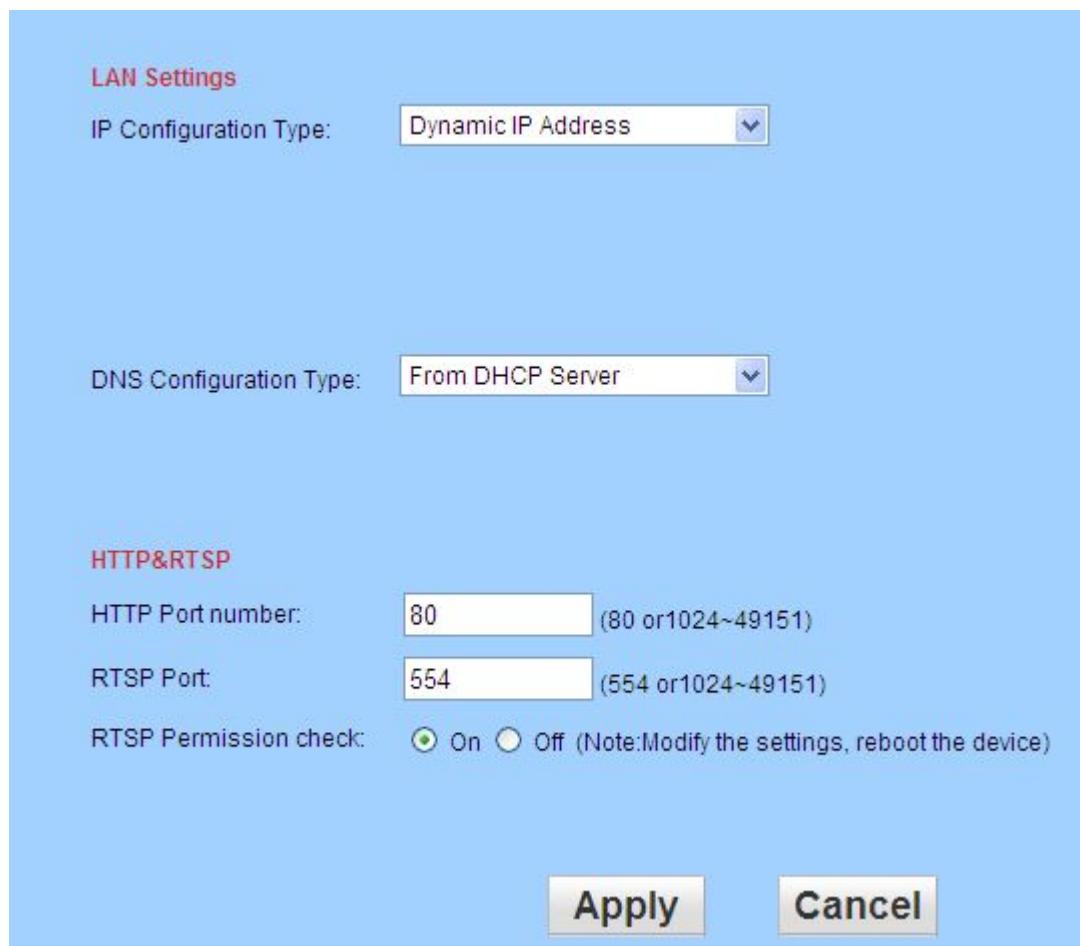
6.2.3 Audio setting



- 1) Collecting audio: choose "open" means add audio signal when coding, choose "close" means do not add audio signal when coding. You can choose whether open audio collection for first stream, second stream and third stream separately.
- 2) Audio format: G711 and G726 are optional
- 3) Input options: You can define input volume and output volume, range: 1-100;
 - Microphone input: default is 31 for input, 79 for output
 - Linear input: Default is 15 for input, 79 for output

6.3 Network setting

6.3.1 Network parameter setting



1) LAN setting

Equipment factory default IP address to automatically obtain IP; By the automatic assignment of IP router

2) Http port

IP Address identify a device in network, this device can run multi network program, each network program use network port to transmit data, so data transmit can be said to carried out between port and port. The port setting in this page is to set web server program using which port to transmit data. When do port mapping, it need to consistent with this port(factory default port is 80).

3) RTSP port

IP Camera support RTSP protocol, you can play by VLC and other tools directly.

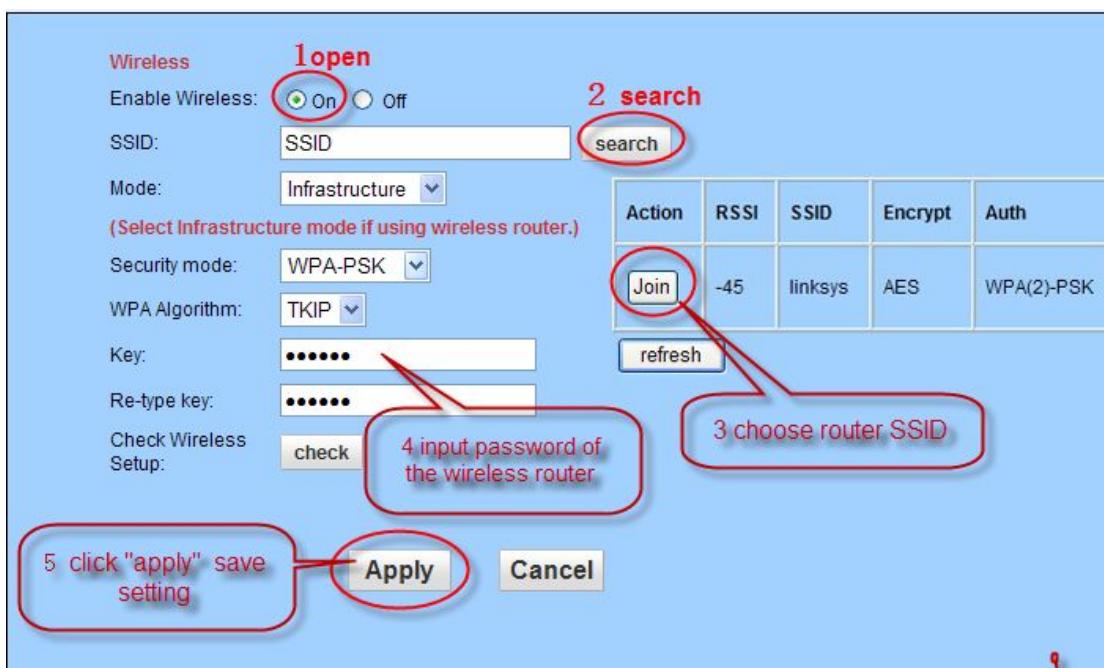
4) RTSP permissions check

When using RTSP Connection, if choose open, you need to input login user name and password; if choose close, you don't need to input camera's user name and password, then can enter into camera.

6.3.2 wireless setting

The interface of enable WIFI setting as below, users can click "search", then it popup a page, displaying all WIFI network can be found, select a network, all parameters will fill into the parameter column(for example: SSID, encryption algorithm, etc.) automatically, users only need to fill in password and confirm password. After the configuration, you can click "check", to test whether the configuration is correct.

Note: Before configurate WIFI network, please check whether this device with built-in WIFI module, otherwise it can't use wireless network.



6.3.3 Remote access setting

Internet IP Address

Main DDNS

On Off

Server:

Port:

User name:

Password:

3th DDNS

On Off

Provider:

User name:

Password:

Your Domain:

UPnP Port Forwarding

On Off

5) Show Internet IP address

Click the “Show” button as above figure , it will show you another new page displaying the WAN IP address when it is connected to the Internet.

6) Dynamic domain names settings

Please refer to the content of the [5.3.2 DDNS](#).

7) UPNP

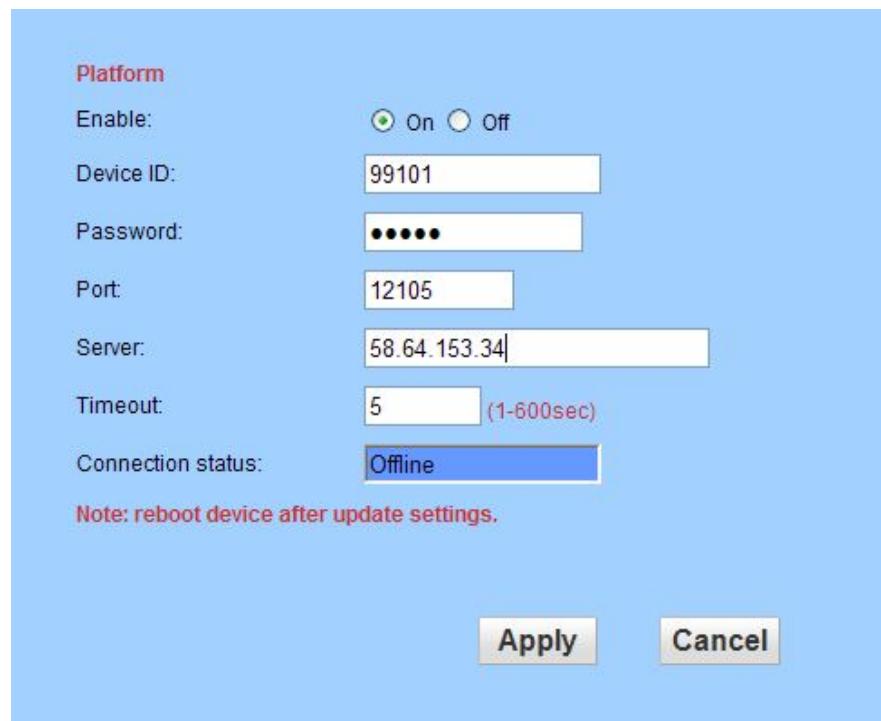
UPNP stands for universal plug and play, if you started UPNP, once the IP camera was connected into the LAN, it will communicate with the router of the LAN. It will request the router to open a port to forward its own port. User doesn't need to log in the router to set the port forwarding.

Note:

users in the use of the function, need to confirm a router also is enabled UPNP; Because many router model, not necessarily can very good support UPNP, testing and supporting the router is very good with, or suggest not start the function. At present test and TP-LINK router cooperate good.

6.3.4 Platform setting

As shown in below, after open platform setting, you need to input “login ID”, “password”, “server address” (login ID, password, server address are provided by platform service provider)



Note: When the camera connected with platform server, “connection status” will show “online”, otherwise it is “offline”.

6.3.5 ONVIF setting



ONVIF switch: default is open

Port: default is 8080

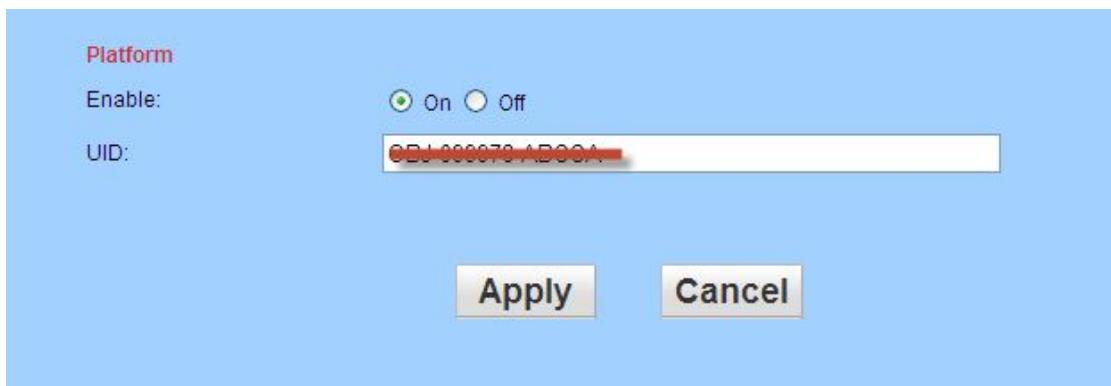
Permission: default is not verify (It depends on back end equipment.

Mainly considering some back end equipments do not support permission verify)

Time zone setting: prohibit (not belong to back end equipment change camera time)

Image parameter setting: prohibit (not belong to back end equipment change image parameter)

6.3.6 P2P setting

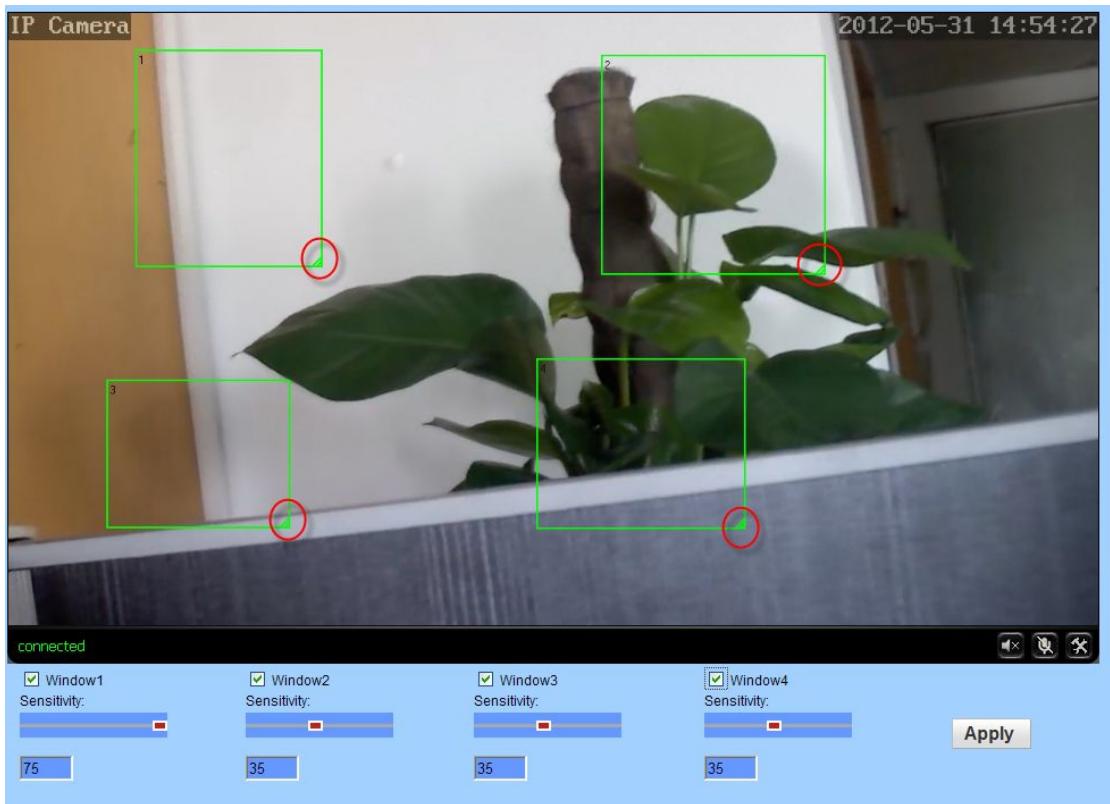


It can obtain P2P platform related parameters: equipment serial number

(Note: The serial number of each equipment is unique, cannot repeated)

6.4 Alarm setting

6.4.1 Motion detection



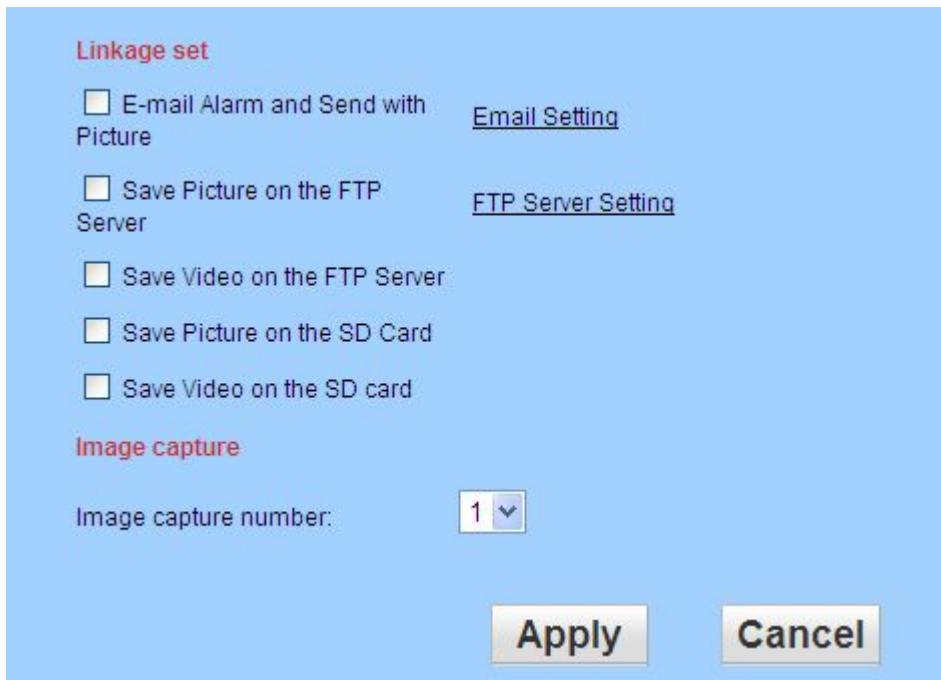
If you want to monitor a zone fixed, when the zone has exception, it enables alarm, You can choose motion detection function. Settings like below. The equipment can support 4 zones setting; you can enable it through tick the option box at the bottom of page. When enable a zone, the zone box will display on the screen, and list zone number, moving mouse to this zone box, you can drag the box to any position; also can move mouse to red box at the bottom right corner, drag it to change the size. After setting, click apply, motion detection will take effect.

6.4.2 Alarm Linkage

When alarm triggered, the equipment will alarm with many ways, as shown in

below picture:

- send alarm and pictures to email
- send captured pictures to assigned FTP server
- send video recording to assigned FTP server
- capture a picture, then save to TF Card
- Recording a video for 15 seconds, then save to TF card (including 1-3 seconds warning before video)
- alarm capture quantity, setting as required (1-3 pieces)



6.4.3 Alarm time



The equipment will trigger alarm only after detected alarm in protection period. So you need to select which time to set protection carefully.

Note: When setting time, please adjust system time firstly.

6.5 Advance setting

6.5.1 User management

The system set 3 levels user permission, user name: admin/user/guest. Admin has highest authority, can do any setting. User can only operate PTZ, browse video, PC Client recording and image capture, etc, but can not do setting. Guest can only browse video, can not do any operation on equipment.

When leaving factory, the default password of these 3 users are “admin”, “user”, “guest” separately. Please modify password for the first time using, to prevent unauthorized users to log in.

Purview	User name	Password	Re-type password
admin	admin	*****	*****
user	user	****	****
guest	guest	*****	*****

Apply **Cancel**

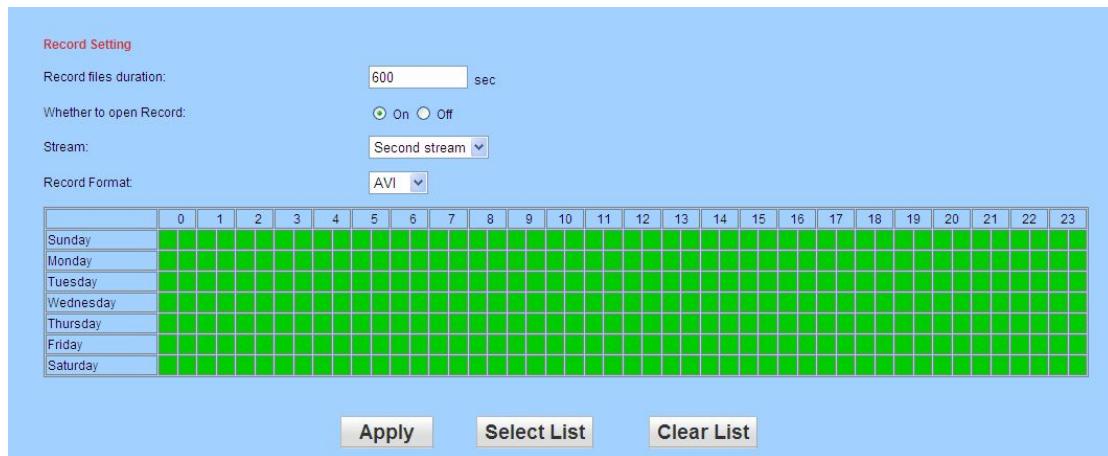
6.5.2 Timing capture

SD cardsnap interval:	60	sec
<input type="checkbox"/> Save Picture on the SD Card		
FTPsnap interval:	5	sec
<input checked="" type="checkbox"/> Save Picture on the FTP Server		FTP
Apply Cancel		

Choosing “save image to SD Card” or “save images to FTP server”, at a regular

interval (can be set like above picture), the device will capture images saving to SD Card.

6.5.3 Timing record



Video file duration: can set video file duration, default is 600 seconds.

Open video: can choose whether open video to TF Card

Stream: can set recording stream

Record Format: AVI and H.264

recording time: set timing recording time as required

6.5.4 Email

Email Setting

SMTP server name: Server Port ssl

Authentication: On Off

User name:

Password:

Send To:

Sender:

Subject:

Message:
alarm
(the max length is 127)

Test Email settings: Please set first, and then test.

The items in above picture is mandatory fields need to fill in. If the filled content is not qualified, the setting will not be successful. After writing completed, click Apply firstly, then testing, it will reminder testing successfully when finished.

Note: 1. The server of sending email should support POP3 protocol. In order to strengthen security and reduce spam, Many mail server closed this protocol at present. So users need to check if the server support POP3 before choose mail server, otherwise the mail can not send successfully.
2. For some mail server using SSL certificate, it must enable SSL option, then can send email sucessfully.

6.5.5 FTP setting

FTP

Server Address: hichip.3322.org

Server Port: 1234

User name: hi11

Password: *****

Passive mode: On Off

Path: ./1231

Test Please set first, and then test.

Apply Cancel

Note: If using FTP function, you need to apply the user name and password from FTP Server firstly, and apply a certain storage space at the same time, also asking the user have anthority to write and build sub-directory to storage space. S

6.5.6 Multiple settings

- 1) can be realized through multiple Settings in your browser to watch more picture
- 2) according to the search configuration tool to get relevant information, fill in the camera IP address, port, user name And password, then can be added, as shown in the figure below:
- 3) Back to Surveillance Windows, and click Four Windows option, you will see four cameras you added.

Lan Search

IPCAM(192.168.1.96)	<input type="button" value="Up"/>
IPCAM(192.168.1.196)	<input type="button" value="Down"/>
IPCAM(192.168.1.222)	<input type="button" value="List"/>
ty(192.168.1.189)	
IPCAM(192.168.1.200)	
IPCAM(192.168.1.134)	
IPCAM(192.168.1.174)	
3518E(192.168.1.231)	
IPCAM(192.168.1.183)	

The 1st device	Native
<u>The 2nd device</u>	IPCAM(192.168.1.221)
Camera Name:	<input type="text" value="IPCAM"/>
IP:	<input type="text" value="192.168.1.221"/>
Port:	<input type="text" value="8001"/>
User:	<input type="text" value="admin"/>
Password:	<input type="text" value="*****"/>
	<input type="button" value="Add"/> <input type="button" value="Remove"/>
<u>The 3rd device</u>	None
<u>The 4th device</u>	None
<u>The 5th device</u>	None
<u>The 6th device</u>	None
<u>The 7th device</u>	None
<u>The 8th device</u>	None
<u>The 9th device</u>	None

6.6 System setting

6.6.1 time setting

Time

Device Date Time: 2014-09-19 13:49:57

Adjust

Network Time Protocol

NTP server: time.windows.com
time.nist.gov
time.kriss.re.kr
time.nuri.net

Interval: hours

Time zone

As shown in the above, please assign time zone firstly, it is synchronization as PC or NTP server.

6.6.2 Initial setting

Initialize

Reboot:

Factory default:

Backup setting data:

Restore:

Upgrade:

- click restart button, the device will restart. If setted preset, PTZ will rotate to preset position.
- click factory default, all settings will recover to factory default setting , and restart
- Click save button, all current setting of system will preserved.
- In recovery column, choose all saved setting file, click ok, it can recover all setting.
- In update column, choose the firmware need to be updated, and click ok, then you can upgrade the device through network, after upgrade, the system will recover to factory default. The upgrade need a long time, please be patient, until pop up a dialog to show upgrade successfully.

6.6.3 Equipment information

Device information	
Device ID:	IPCAM
Device Type:	C6F0SeZ3N0P0L0
Network connection:	WiFi
Current Client:	0
Software Version:	V7.1.9.1.1-20140919
Mac address:	E8:AB:FA:13:1C:BE
IP address:	192.168.1.163
Subnet mask:	255.255.255.0
Gateway:	192.168.1.1
Primary DNS:	211.162.78.1
Secondary DNS:	211.162.78.3
UPnP status:	Failed
Manufacturer's DDNS status:	Noenable
Third Party DDNS status:	Noenable
Start Time:	2014-09-19 11:01:04

- If using wired connection, the network connection status is wired connection; if using wireless connection, the network connection status will show wireless connection.
- If you have inserted TF Card, TF status bar will have prompt, and indicates how many space left. Clicking “browse TF Card”, “format TF Card in FAT32”, “stop TF Card”, it will realize the TF Card contents browsering, format TF Card and stop TF Card.

Note: The system supports Max 32G TF Card. Before using, please “using FAT32 to format TF Card” firstly.

In bulk order, please test if the TF Card compatible with the system firstly.

7 FAQ

❖ How to do if forgot login password?

Solution: There is a “RESET” button in the back panel of IP Camera or connection wire, in the condition of power on, please press this button for more than 5 seconds, then all parameters recover to default value (factory default). Both user name and password are admin before leave factory.

❖ How to do if there is no video image in IE browser?

Possible reason: not installed plugin

Solution: When access to IP Camera on IE browser for the first time, you must install plugin.

Installation method: Access the IP Camera address, click “download ActiveX”, choose “run” or “save” from popup dialog to download. After download completed, it will install ActiveX automatically, when installation finished, video image will display.

❖ How to do if can not access IP Camera through IE browser?

Possible reason 1: network impassable

Solution: Connect PC to network, testing whether internet work normally, to exclude cable fault and network failure caused by PC virus, until it can use PC ping each other successfully.

Possible reason 2: IP address is occupied by other equipment.

Solution: Disconnect the IP Camera with network, then connect IP Camera and PC separately, resetting IP Address according to appropriate recommendation.

Possible reason 3: IP address are located in different subnet.

Solution: check the server's IP Address, address of subnet mask and gateway setting.

Possible reason 4: MAC address in the network is conflict with MAC number of IP camera.

Possible reason 5: web port is wrong

Solution: web port is occupied by other devices. Opening IP Camera quick installation guide, change the port.

❖ **How to do if no voice?**

Possible reason 1: disconnect audio input

Solution: Please check the audio connection.

Possible reason 2: The audio option do not enable on IP Camera.

Solution: Please check audio parameter of IP Camera, enabled monitoring function.

Thank you for using the IP Camera. Because of different model or system software upgrade, there maybe a little difference in apperance and function with this manual, please feel free to contact us. Sorry for the inconvenience of not informing you these changes in time.

